

# *The Division of Administration and Finance*

ANNUAL REPORT 2017-18

PAVING THE ROAD FOR **STUDENT SUCCESS**



CALIFORNIA STATE UNIVERSITY  
**FULLERTON**



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## ABOUT US

The Division of Administration and Finance serves as the backbone of the CSUF community, managing a wide array of campus operations—from capital projects and dining to procurement and parking services.



We are often behind the scenes: our landscaping crew maintains the grounds each day before students arrive; our accounting team spends countless hours in month- and year-end reconciliations.

Our work affects every area of CSUF life, and this annual report highlights just some of the accomplishments achieved by our staff. Our students' experience at CSUF starts with us the moment they step onto campus—and ends as they sit in their seat at the commencement ceremony. To that end, the division is committed to providing the best service and support to students and employees—in order to pave the road for student success.

## A MESSAGE FROM THE VP

Another year has passed, and with it, the many opportunities gained and challenges overcome. We said farewell to President Mildred García with gratitude for her strong leadership, and welcomed President Framroze Virjee. With new leadership comes fresh energy, ideas, and change. Our hardworking staff has consistently met change with diligence, excellence, and enthusiasm. Our wide array of services is supported by individuals from a range of professional and cultural backgrounds. Such diversity makes us stronger as we continue to challenge ourselves to grow and achieve greater goals for our students.

In the fall of 2017, we welcomed 40,235 students to campus. Students experienced refreshed classrooms, a newly renovated library, improved payment processes, and many more ways to enhance their learning experience while removing barriers to graduation in support of the CSU Graduation Initiative 2025. Our division employees are committed to student success and continuously listen to the voice of the customer, identifying needs through various means, including our annual Customer Satisfaction Survey.

This report shows a glimpse into how our staff continues to enhance the learning environment—while facing changes both planned and unexpected, year after year. I am confident we will continue to be effective in providing excellent service through the continued dedication of our staff, ambitious goals, reliable measures, and our mission to help Titans Reach Higher.

Danny C. Kim  
Vice President for Administration and Finance/Chief Financial Officer

## WHAT WE MANAGE—BY THE NUMBERS



**\$74,237,625**  
2017-18 Division Operating Budget

**1,066**  
employees



**240.6**  
total acreage



**112**  
campus buildings (spread over 5.4 million square feet)



**5** megawatts (One megawatt can power approximately 250 homes in California)

**40,439**  
student financial accounts



**11,306**  
parking spaces



### INSTRUCTIONAL SPACE

**10,398**  
seats



**377**  
teaching and research labs

**223**  
lecture rooms

# The Division of Administration and Finance

## WHAT WE DO



### OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION & FINANCE/CFO

Provides leadership and support for the Division's departments and fiscal oversight for the University



### RESOURCE PLANNING & BUDGET

Creates and evaluates financial plans and programs for the University



### CONTRACTS & PROCUREMENT

Processes and negotiates purchase orders, contracts, procurement, public work bids, and agreements



### UNIVERSITY POLICE

Ensures public safety on and around campus



### PARKING & TRANSPORTATION SERVICES (P&TS)

Manages parking lots, permits, tickets, commuter and carpool programs



### INTERNAL AUDIT

Provides a systematic, disciplined approach to evaluate and improve internal controls and governance processes

## FINANCIAL SERVICES & ADMINISTRATIVE SYSTEMS



### ACCOUNTS PAYABLE & TRAVEL OPERATIONS

Manages travel-related expenditures and payment of vendor invoices



### CONTROLLER'S OFFICE

Oversees fiscal operations, fiscal policies, financial management reporting, university tax compliance and PCI-DSS compliance



### STUDENT FINANCIAL SERVICES (SFS)

Manages Student Accounts, University Collections, Student and Departmental Cashiering, Student Financial system configuration and technical support, and campus e-commerce solutions



### ACCOUNTING SERVICES AND FINANCIAL REPORTING (ASFR)

Prepares monthly account analysis and reconciliations, monitors the General Ledger and processes financial transactions, and provides accounting data for internal and external entities



### ADMINISTRATION & FINANCE INFORMATION TECHNOLOGY (AFIT)

Provides division IT support, specialized applications and systems, online training, and document scanning



## AUXILIARY SERVICES CORPORATION (ASC)



### DINING SERVICES

Offers a wide variety of name brand restaurants at multiple locations for student and employee convenience across campus (Starbucks, Panda Express, Carl's Jr., and more)



### SPONSORED PROGRAMS

Provides post-award administrative oversight and compliance for externally funded sponsored program activities



### OC CHOICE CATERING

Cal State Fullerton's premier full-service caterer for a variety of events, including meetings, receptions, banquets, and celebrations



### PROPERTY DEVELOPMENT

Acquires, develops, and manages properties for the campus including College Park, Titan Hall, University Gables, and the Irvine Center



### TITAN SHOPS

Marketplace for school and tech supplies, course materials, and Titan Gear; computer repair services; convenience stores with food and beverages. Locations serve the Fullerton campus and Irvine Center

## CAPITAL PROGRAMS & FACILITIES MANAGEMENT



### ENVIRONMENTAL HEALTH & SAFETY (EH&S)

Administers lab, office, and campus environmental safety inspections and hazardous waste disposal



### CONSTRUCTION MANAGEMENT

Manages major building projects on campus



### PLANNING & DESIGN

Provides capital planning and design of university facilities, as well as landscape design and maintenance



### FACILITIES ADMINISTRATIVE SERVICES

Processes work orders for any capital programs and facilities management projects



### PHYSICAL PLANT

Manages the operations, maintenance, and custodial care of campus buildings; utility generation and distribution, energy management, and sustainability



# ENHANCING THE LEARNING ENVIRONMENT

## Customer Service, Safety, and Campus Improvements

### CUSTOMER SERVICE

#### Campus Dining—New Restaurant

Our newest addition to the Titan Student Union Food Court, Hibachi-San, finished an eight-week construction schedule to be ready for the start of the fall '18 semester. The new addition offers healthy choices

along with a variety of seafood options. Our Customer Satisfaction Survey indicated that customers desire an array of ethnic foods as well as healthy options. This new addition meets many of those customer demands.



#### Student Financial Services Call Center

The Student Financial Services (SFS) Call Center expanded and became the primary student support mechanism, allowing more time for the front counter staff to focus on in-person customers.

#### Titan Shops—Expanded Hours & Course Material Savings

Based on feedback from the Customer Satisfaction Survey, Titan Shops extended their convenience store hours at two locations from 7:30 a.m. to 5 p.m. to meet student needs. The Shops also saved students \$2,037,481 through textbook rental, direct access, and other affordable course material programs, bringing the total savings to \$35,695,014 since 2007.



#### Vendor Expo

Contracts & Procurement hosted CSUF's first ever Vendor Expo in 2018. The event brought together 54 vendors with nearly 400 attendees, providing the campus community with an opportunity to engage with products and services that better support their work in helping students.



### Facilities Zone Management Program

The full rollout of the new program was completed with the hiring of two Zone Managers in October 2017. The Zone Managers work closely with all colleges and departments on service requests to improve customer communication and satisfaction.

## SAFETY

### Lights & Locks

After thorough nighttime inspections of campus walkways, new lighting was installed north and south of the Nutwood Parking Structure, east and south of Golleher Alumni House, and near Dan Black Hall. Working in partnership with the University Police Department, Cal State Fullerton's Lock

Shop converted the door hardware on 450 classrooms and labs with shelter-in-place devices—allowing faculty, staff and students to secure the doors from the inside without any keys or special skills. To date, 425 critical rooms have been updated with the locks, with 25 more to be completed. While enhancing campus safety during potential active-shooter scenarios, the program received the Best Facilities/Physical Plant Operations Award during the 2018 California State University Facilities Management Conference.



## DID YOU KNOW?

*CSUF's University Police Department was the first higher-education police department in California to receive the prestigious CALEA Accreditation with Excellence Award.*



### Top Rated Police Department

The National Campus Safety Summit named CSUF's University Police Department (UPD) as one of the top five police agencies (out of 4,000) making a difference in student safety. UPD was recognized for having increased the safety and security of the campus community in 2017. With an officer to student ratio of 1 to 1,400, UPD has taken great strides to making safety services more accessible through safety escorts, blue emergency phones, and increased officer patrols.

### Security Enhancements

In collaboration with University Police, Admin & Finance IT (AFIT) installed new surveillance cameras across campus and upgraded body cameras for officer use. UPD also welcomed a new member to the force—an explosives detection canine, Glock (at right). He provides added security and peace of mind at university events—with guidance from his handler, UPD Officer Matt Bauer.



 @k9.glock



## ENHANCING THE LEARNING ENVIRONMENT



### Food Safety

Campus Dining continues to meet or exceed compliance standards, maintaining an “A” rating this last year in health department and franchise evaluations across campus. In 2017, Environmental Health & Safety (EH&S) implemented a mobile retail food inspection seal program to provide campus with a visible seal indicating results of the inspection. Through this change, staff experience time savings, and food establishment owners receive updated training that is modeled after the Orange County Health Care Agency’s program, improving both quality and compliance.



Erisbel Delgado, community service officer and full-time student

### Community Service Officers (CSO)

CSOs are unarmed, uniformed students who provide support to complement sworn police officers in the field. Thirty-two patrol CSOs are employed by University Police with eight additional front counter CSOs. They provide nightly safety escorts, door lock and unlocking, fire watches, event services, and much more. The CSO program continues to grow and provide valuable skills for students, many of whom continue on to careers in law enforcement.

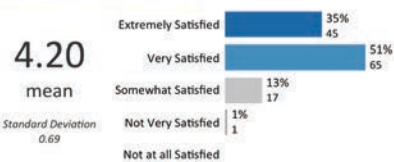
## CAMPUS IMPROVEMENTS

### Customer Satisfaction Survey

The Division of Administration & Finance is committed to continuous improvement. Our annual Customer Satisfaction Survey provides valuable data on the student and employee experience. Our staff uses the data to assess and prioritize resources and projects to support the campus community. In 2018, the survey received 6,400 responses from students and employees with a one percent margin of error. To view the results, visit [adminfin.fullerton.edu/survey](http://adminfin.fullerton.edu/survey).

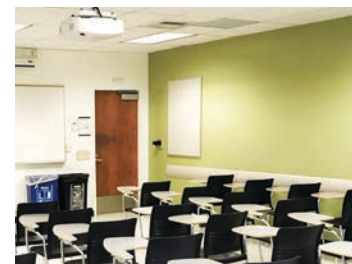
#### Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?



### Campus Refresh

As part of an ongoing program, 48 classrooms received new paint, flooring, window blinds, whiteboards, technology, furniture, and other improvements. In addition, four campus restrooms were updated with new fixtures, paint, and lighting, and 24 rooms received new carpeting.



## BY THE NUMBERS

**660,737** customers served at Titan Shops' Fullerton and Irvine Center locations

**321** requests received by Parking & Transportation Services from campus departments or community organizations to provide support for events, during which as many as 15,000 vehicles arrive on campus

**187** corridors, staircases, fire hydrants, and bollards that were given a fresh coat of paint as part of a preventative maintenance program

**157** awards administered by Sponsored Programs (ASC Post Awards), totaling more than \$27 million in grants for campus colleges

**719** technology orders filled by Titan Shops for various campus departments, colleges, and divisions

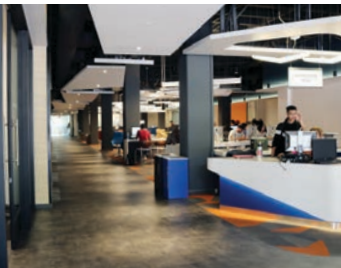
**253** computers repaired via Titan Tech, Titan Shops' in-house computer repair service

### Library Opening

This fiscal year marked the reopening of the first floor of Pollak Library after a full renovation. With a direct link to the campus quad through a newly

opened south entrance, the project created a colorful and welcoming space for the Diversity Initiatives & Resource Centers, University Honors and the Center for Scholars. Innovative furniture and functional amenities invite students to gather, engage and create. This was the

first phase in a multiyear project to repair damage from the 2014 earthquake while transforming the facility to meet the growing and changing needs of the campus.



### Club 57 Employee Lounge

The new faculty and staff lounge was unveiled in the northeast corner of Titan Shops. Campus Dining, OC Choice Catering, and Capital Programs & Facilities Management installed a kitchen area and updated the interior and exterior of the space. OC Choice offers high-quality meals at an affordable price for employees, plus free coffee throughout the day. The lounge serves as a popular lunch spot and gathering space. For more information, visit: [club57.fullerton.edu](http://club57.fullerton.edu).



*In fiscal year 2017-18 alone, Titan Shops redirected \$256,430 back to the campus in the form of donations, scholarships, rebates, and sponsorships.*



### Landscaping

Several beautification projects targeted campus gateways—on Nutwood Avenue, in front of Mihaylo Hall, and at Associated Road off Yorba Linda Boulevard—where visitors are now met with meandering paths, decorative boulders, decomposed granite, and vibrant plantings fed by drip irrigation. On campus, an overgrown patch in front of the Kinesiology and Health Science building was transformed with a riverbed motif. Nearby, College of Education faculty and students helped our crews transform a once-barren area into a quiet meditation garden with benches, succulents, and statuary.



## STUDENT EXPERIENCE

*"Titan Shops was my first job ever—my very first responsibility outside of school. What I've gotten from the Titan Shops experience was my ability to be more vocal about just about anything. I can speak to anyone without feeling intimidated, all while maintaining my professionalism and providing the customer with a welcoming environment."* —Carlos Sanchez, Titan Shops



## ENHANCING THE LEARNING ENVIRONMENT

### Student Health and Counseling Center

The Student Health and Counseling Center's east and west buildings were revitalized with a shared lobby in the west building, more efficient office space, and a refurbished conference room. The space is now more functional, with optimal privacy for students. Additionally, the new layout allows the center to serve more students. The project included new paint, flooring and furnishings; drop ceilings; lighting and electrical work; and restroom renovations. Outdoors, new landscaping and a striking new overhead trellis with a shady seating area connect the two buildings.



### Trellis Design and Installation

Two trellises with solar-powered USB ports, called ConnectTables, were installed near Pollak Library and in front of the Kinesiology and Health Science Building, where

students can rest and charge their cell phones and laptops in one of the eight outlets and 16 USB ports. The new seating provides a great outdoor learning and collaborative study space for students. Prepping for the installation, our field crews excavated the space, poured a concrete pad and installed decomposed granite and water-saving plants.

### Campus Lot and Structure Beautification

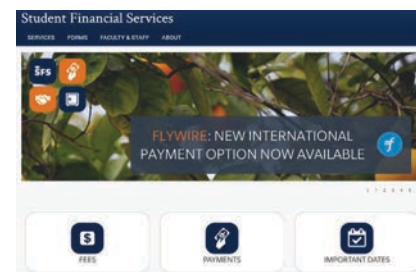
Campus beautification remains a priority in the Parking & Transportation Services department. The overall maintenance and upgrading of landscape in the parking lots and campus roads improve the campus appearance as well as safety. New trees were planted along Stadium Way.



## COMMUNICATION & COLLABORATION ON CAMPUS

### Websites and Social Media

The VP's Office of Administration and Finance launched an ambitious initiative in January 2018 to standardize the redesign of department websites to create a cohesive look across the division. The new websites provide a user-friendly experience with easier access to critical information. Visit [adminfin.fullerton.edu](http://adminfin.fullerton.edu) for links to University Police, Student Financial Services, Capital Programs & Facilities





**Campus Dining:**  
@csufdining

**Titan Shops:**  
@titanshops

**Parking & Transportation Services:** @csufpts

**University Police:** @csufpd

Management, and more. In addition, multiple departments have launched social media accounts to provide information via Twitter, Instagram, and other platforms. See examples at left.

### Reducing the Information Gap

In an effort to continue to increase transparency and knowledge sharing, the VP's Office launched two new, monthly meetings to facilitate information exchange: a Directors meeting and a Communication Champions Meet-Up. These cross-departmental gatherings have provided an opportunity for staff to solve problems through collaboration.

### Meeting Students' Basic Needs

From planning and design to final custodial cleanup, our Facilities Team worked with the Dean of Students to transform McCarthy Hall's Room 143 into Tuffy's Basic Needs Center. The center supports students facing unforeseen hardships by providing food, short-term housing, hygiene products, clothing, and emergency grant funds—plus referrals for long-term assistance. Before the center's February 2018 grand opening, Capital Programs and Facilities Management provided new flooring, ceiling tiles, LED lighting, paint, window blinds, and signage.



## DID YOU KNOW?

*Student Financial Services (SFS) operates as the student bank, managing student accounts, fees, and payments. It also provides financial counseling to inform students and their families about options and resources. SFS receives more than 50,000 customer inquiries throughout the year, and the creation of its Customer Call Center in 2016 has proven to shorten resolution times.*

### Maintaining Safety while Upholding Free Speech

In coordination with various campus departments and the community, University Police successfully managed a controversial speaker event to campus on October 31, 2017, amidst a throng of protestors. The department coordinated the efforts of nearly 300 police officers from local, state, and federal law enforcement agencies. UPD's leadership and professionalism throughout this event resulted in the department receiving the 2018 University Teamwork and Collaboration Award along with members of the Campus Speaker Working Group.



## STUDENT EXPERIENCE

*"My work experience with OC Choice has definitely helped me for my career. I have learned to be more organized and punctual, and to prioritize. Not only is this beneficial in terms of work, but applicable to life as well. I really enjoy working with OC Choice because the duties and jobs that I have are transparent; everything has to be accurate, and every little detail is important."* —Barani Htut, OC Choice Catering



# MANAGING CHANGE

## Sustainability, Innovation, and Refining Processes

### SUSTAINABILITY

#### Department of Water Resources Grant

Our Physical Plant team has begun the replacement of 327 faucets in 12 buildings with water-saving fixtures thanks to a \$400,000 grant from the Department of Water Resources. The new 0.5 gallon-per-minute faucets represent, on average, a 75 percent reduction in flow from existing faucets. Also under the grant, 110 dishwashers serving 800 residents in Student Housing will be replaced with water-saving models by May 2019.

#### Reusable Bags

Titan Shops reduced the proliferation of plastic bags by replacing them with sustainable reusable shopping bags, now more than 8,000 and counting. In 2017, Titan Shops diverted 61.27 percent of all waste (31.64 tons) from local landfills.

### INNOVATION

#### Campus Dining Mobile Ordering

Tapingo (Mobile Order Mobile Pay) users increased by 50 percent in one year. Students are



continuously using the app as a way to get their food quickly from a number of dining establishments on campus. Opening day Fall 2017 versus Fall 2018 reflect a 31.2 percent increase in online revenue.

#### Titan Shops

##### Inventory System

Titan Shops implemented a new website and inventory control system for improved customer service and savings to pass on to the campus community in the coming year.



#### Concur Travel System

In collaboration with Travel Operations, Contracts & Procurement, and Information Technology, Admin & Finance IT (AFIT) has continued to roll out Concur to the campus. Concur is an online system managing the PCard reconciliation and travel process. Successful rollouts have been completed for the Divisions of Administration and Finance, Information Technology, Human Resources, Diversity and Inclusion, University Advancement,

Student Affairs, the President's Office, the Provost's Office, and University Extended Education. More than 170 in-person trainings and 47 open labs were held last fiscal year.

## REFINING PROCESSES

### Chemical Inventory

Environmental Health & Safety (EH&S) implemented a barcoding system to inventory all campus chemicals. Seven Health Science students were hired to complete the process



during summer 2018 and are now trained with marketable skills. The scanner-based system helps reduce safety risks through better tracking of chemicals and disposal of expired products, while providing a vital database for emergency responders. Staff resolution time was reduced from one week to 10 minutes thanks to the new system.

### Student Payment Process and Plan

Student Financial Services introduced a new payment plan that allows students to evenly divide their payments in thirds, resulting in both simplicity and later due dates to help students better manage their payments. SFS also introduced pre-payment, which requires students who register after the first week of class to pre-pay their tuition. This helped reduce outstanding receivables by 30 percent, and tuition bad debt write-offs decreased by 36 percent. SFS also assumed responsibility of Extended Education's collections to align with stateside collections, creating consistency and clarity for students regarding the different collection policies on campus. SFS also added a second international payment processor to give students more payment choices. Students can now compare rates and view options that fit their financial needs.

## DID YOU KNOW?

*Each degree of thermal comfort above 85 degrees decreases effective student learning. As changes in climate become more extreme, our team balances efficient energy use while providing a conducive learning environment. How? Our engineers maintain classroom temps between 68 and 76 degrees using a centralized Energy Management System that automatically adjusts HVAC equipment and cycles equipment on and off based on classroom and event schedules.*

## BY THE NUMBERS

**18** new water bottle refill stations (total 73 campus wide). More than 3.5 tons of plastic water bottles were diverted from landfills, thanks to the use of the stations.



**93** percent of the 18 campus vehicles and carts purchased in 2017-18 run on alternative fuel. Green vehicles now account for 65 percent of our campus fleet.

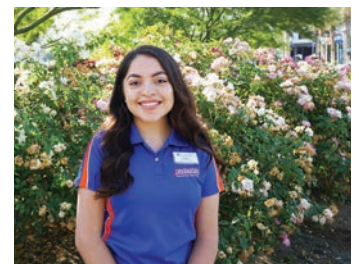
**25** new electric vehicle charging stations were installed on Gymnasium Drive (total 37 charging ports campus-wide)

**14,094** number of times campus electric vehicle charging stations were used, from July 2017 to June 2018—preventing more than 100,000 pounds of greenhouse gas emissions and sparing the use of 14,646 gallons of gasoline

## STUDENT EXPERIENCE

*"Working as a student assistant with Parking and Transportation Services, I have developed various career-oriented skills that will be beneficial in my future profession. I value every aspect of my job because it trained me to become a leader, critical thinker, and effective communicator. Parking & Transportation Services has allowed me to work in a professional environment with other motivated individuals who challenge me in taking on more responsibilities such as training incoming employees. Overall, my position as a student assistant at CSUF has been positive, rewarding, and has enhanced my college experience."*

—**Krystela Gomez, Parking & Transportation Services (right)**





## MANAGING CHANGE

### Online Payment Solutions

With CashNet E-Market implementation doubling in fiscal year 2017-18 for processing departmental online payments, SFS expanded from a standard checkout model to building the web functionality for the department. This allowed departments to create a revenue stream through the sale of a product or conference, which also allowed the university to take payment in a Payment Card Industry (PCI) compliant environment.

### Shipping and Receiving

A new software program called SCLogic allows our Campus Mail Center and Shipping and Receiving team to better track packages delivered via FedEx, UPS, Grainger, DHL, Amazon, and other services. Each package is scanned as it arrives, entered into our campus system,

sorted by building, and delivered to its destination. The Honeywell CT50 mobile scanners also have a camera to document damaged shipments, and a signature pad that allows campus customers to sign for their packages. The system has streamlined warehouse and mailroom processes that were once done by hand.



### Parking Mitigation Efforts

Mitigation efforts included off-site parking, assisted (stacked) parking, and the addition of three-hour parking spaces. Increased parking options have alleviated traffic on campus roads and provided daily spaces for as many as 500 additional vehicles. Off-site parking with shuttle transport to campus also proved to be valuable in reducing traffic on campus roads. In spring 2018, student commuters purchased 456 off-site permits at a cost of \$70 per permit—a savings of \$166 over the regular semester permit cost of \$236. During that semester, students made more than 32,000 trips along one of three routes that ran from 7:30 a.m. to 7:30 p.m., Monday through Thursday.

### Waiver Program

The Student Financial Services technical team implemented a new waiver program to improve support for Extended Education and the GI 2025 initiative, automating and simplifying a once cumbersome process. The technical team also incorporated a major CMS upgrade—a process that was a year in the making and required the support of all of SFS, partnering departments, Central IT, and many third-party vendors. The technical team also expanded the ServiceNow application to give immediate attention to internal and external customers.

## Resource Planning

This office improved business processes through the development of the Position Budgeting Planning System (PBPS) to help identify up-to-date structural deficits. PBPS supports colleges and departments to have updated, comprehensive information to plan more effectively for their financial commitments, ensuring greater financial sustainability for the campus. The office also automated budget reporting to provide more accurate information to allow departments to perform fiscal responsibilities in a timely manner.

## DID YOU KNOW?

*The Internal Audit office works with the Chancellor's Office to ensure the continuous evaluation and accountability of our campus operations and practices. The word "audit" may sound intimidating, but the outcome of audits help us do our jobs better. In Fiscal Year 2017-18, four Chancellor's Office Audit and Advisory Services audits were completed.*

## OPERATIONAL EFFICIENCIES

While some changes in a process may seem small or simple, those changes can lead to redirecting countless hours of work to benefit students. Our departments are continuously finding ways to create efficiencies. Here are just a few:

- **Admin & Finance IT (AFIT)** created a centralized support center to answer calls for AFIT, Concur, Employee Training Center, and Document Scanning Center, leading to more efficient redirecting of requests.
- **ASC HR** implemented a new Applicant Tracking and Onboarding Systems, ensuring timely and streamlined recruiting—often filling positions within a week.
- **Campus Dining and ASC IT** incorporated New Micros integrated cash registers to improve reporting and labor management and provide better data on customer traffic and purchasing.
- **Custodial Services** acquired five ride-on floor cleaners to clean large hallways and gyms, covering more area in a shorter time.
- **Asset Management** automated the inventory process by tagging and recording university property in a database. This streamlines the process for departments to accurately receive and record physical inventory on a regular basis.
- **Facilities Logistical Services** automated inventory systems for Shipping & Receiving and the Mail Center. The new system reduced processing time from 30 seconds to three seconds per package, with an average time savings of 1.8 hours per day. Materials used to support student services are delivered faster with improved tracking.
- **Environmental Health & Safety** created an online hazardous waste disposal pick-up request form. Student researchers benefit from the streamlined form due to the faster turnaround.
- **Planning & Design** created a landscape master plan, including a drought-tolerant "plant pallet." This provides a standardized approach to landscaping, cost effective purchasing, water use reduction, time savings in planning and execution, and a consistent flow on campus for students to enjoy.
- **Contracts & Procurement** reduced the time spent on review of all p-card monthly reconciliation reports and receipts by 5 percent using analytics and historical data.
- **Student Financial Services** implemented queue line management software and monitoring to track stats that support staffing decisions, leading to a 20 percent reduction in wait times.
- **Parking & Transportation Services** created online access for employees enrolled in Alternative Transportation or Rideshare incentives to report participation, leading to time savings for both participants and parking staff in processing claims.
- **University Police's** key distribution process moved to a paperless system, reducing time and paper waste while improving tracking.



# WHO WE ARE

## Staff Diversity, Culture, and Achievements

The work highlighted in the pages of this report is a result of our 1,066 employees' dedication to student success. Get to know a few members of our team, and learn about why we do what we do.

### Exemplary Service

Through the division's Customer Satisfaction Survey, students and employees were given the opportunity to recognize exemplary work by individuals. Our division received more than 11,000 nominations for outstanding service.



### New Faces

The division welcomed 76 new employees this past year to fill critical roles, both permanent and temporary. One of them is our new police chief, Raymund Aguirre (left), who joined the UPD in March 2018 and

was sworn in by Vice President Danny Kim. One of Chief Aguirre's goals has been to increase UPD's visibility on campus, encouraging more positive interactions between individuals and law enforcement.

He has also made efforts to implement programs for the general public, believing that community-based policing is the cornerstone of the department.

### Continuous Learning

Along with our student assistants, many of our full-time staff are enrolled in degree programs. This past year, eight of those individuals graduated with either an undergraduate or master's degree. At right



are two such staff members: Ana Camacho, from Capital Programs and Facilities Management, who received a Master's degree in Public Administration; and Eric Esquivel, from the Parking & Transportation Services department, who earned a Bachelor's degree in Business Administration.

### Student Employment

Our division is the largest employer of students at the university. As of August 2018, 487 students worked within the division, learning

skills and providing critical support to department functions. Campus Dining and OC Choice Catering continue to be the leading employers of students, with a 41 percent increase of job opportunities in the last year.

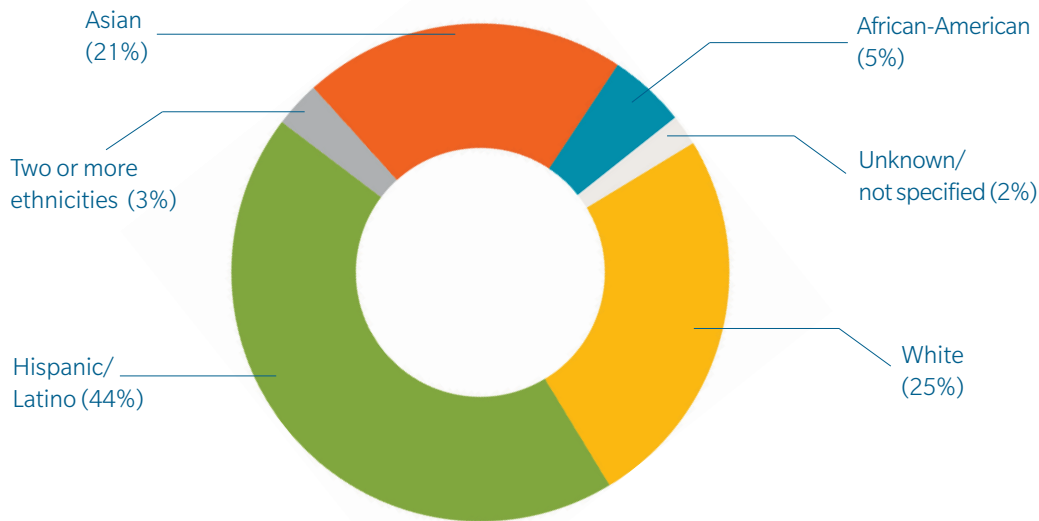
## EMPLOYEE HIGHLIGHT: WHY OUR WORK MATTERS

“A few years ago, we had two international students—a married couple—who came into the office during their last semester at CSUF. Due to political issues and sanctions from their home country, the funds intended to pay their tuition were blocked. Unable to access their finances, the couple could only afford tuition for one of them; the other would have to return to their home country. Distressed, they came to Student Financial Services and asked for advice. SFS’s Michelle Samadi (right) was familiar with a few programs through the Graduation department and asked them about the International Fee Waiver eligibility. She advised the couple to explore that option to significantly reduce their semester charges with the waiver. Months later, the couple returned to our office thanking Michelle for her efforts. Because they continued their education at CSUF, they were able to pursue their future in the U.S. as husband and wife.” —**Scott Petersen, Director of Student Financial Services**



## STAFF DEMOGRAPHICS

Our staff comes from a wide range of professional backgrounds from within and outside of the CSU system. Our ethnic make-up is also reflective of our campus community.



## STUDENT EXPERIENCE

“I moved to the U.S. when I was seven years old. In high school, I took honors and AP courses and participated in Key Club, while being the varsity tennis captain for two years. I came to CSUF and fell in love with the size and friendliness of the campus. Living with my [undocumented] status, I have been scared to speak out and talk to others who are my superiors. Working at Parking & Transportation Services has built my confidence when speaking to others. It has taught me valuable skills in phone and email etiquette that I will use in the work force.”

—**Amy (name changed to protect identity), Parking & Transportation Services**



# LOOKING AHEAD

## On the Road to Success

### Campus Master Plan

Work is underway to update Cal State Fullerton's Campus Master Plan, our blueprint for providing a safe, sustainable, and welcoming learning environment into the future. During an outreach effort coordinated by Capital Programs & Facilities Management, Flad Architects interviewed campus leadership and distributed surveys to 40,000 email addresses. In

May 2018, the department held an open house to gather feedback on the broad themes that will guide the master plan development. Initial findings were discussed with the executive task force in June, and a second round of campus outreach begins in fall 2018. For more information, visit: [masterplan.fullerton.edu](http://masterplan.fullerton.edu)



### Survey and Measuring for Better Solutions

During fall semester, on Mondays through Thursdays, Parking & Transportation Services will conduct hourly counts of parked vehicles at the

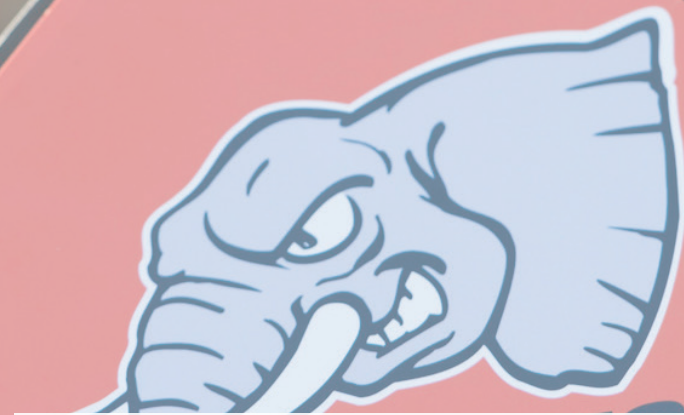
offsite location and stack parked vehicles on campus—as well as trip counts of passengers boarding the shuttles. The assessment will produce daily activity reports to gauge the effectiveness of Parking Mitigation Measures. For more information, visit: [parking.fullerton.edu](http://parking.fullerton.edu).



### Continuous Improvement and Assessments

The division will continue to assess services through the annual Customer Satisfaction Survey sent out during spring semester. Through the feedback, staff is able to identify trends and focus attention and resources on the opportunities that are most important to customers. In addition to the statistical data and verbatim comments, we are also benchmarked against other universities, giving us direction on how to learn and share with other academic institutions on best practices. For more information, visit: [adminfin.fullerton.edu/survey](http://adminfin.fullerton.edu/survey).

# THANK YOU



*The Division of Administration & Finance's Annual Report highlights services and improvements completed within the fiscal year 2017-18. This report was produced by the Office of the Vice President for Administration & Finance. Thank you to the many individuals who contributed content and reviewed the report. For the latest updates, visit the division online at [adminfin.fullerton.edu](http://adminfin.fullerton.edu). #csufadminfin*



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